

News

Effective September 1, 2007

Engineering Issuance moving to the 3rd Floor

Effective September 1, 2007, as part of our ongoing process improvement efforts the Engineering Issuance functions and staff will be relocated to the 3rd floor. This completes the consolidation of all submittal, distribution and issuance functions for all types of submitted projects. It also begins the final steps in automation of the engineering issuance process.

Staffing

The same staff will be providing the services on the 3rd floor. Additional staff will become involved as cross training is completed in the next 3 – 6 months.

Accessing Services

- Phone numbers to call to schedule appointments will stay the same.
- Customers seeking engineering services will be tracked using the Service Area Clipboard function of the Project tracking System. Customers with appointments will check in at the Check In booth on the 3rd floor or any of the reception desks.

Locations

The following functions will be provided at the “Engineering Issuance” booth in Wait Area 3:

- Engineering Permit Issuance (By Appointment Only)
- Notice to Proceed for Subdivision Improvement Agreements (By Appointment Only)
- Extension of Time for Engineering Permits
- Extension of Time for Subdivision Improvement Agreements
- Change in Financial Responsible Party
- Bond Release/Partial Release of Bond
- Print Package Submittal
- Recorded Documents being returned

The following functions will be provided at the “Plan Pick Up” booth on the 3rd floor:

- Signed Mylar Pick Up
- Document’s pending recordation i.e.: EMRA’s, Agreements etc.

Benefits

- Standardization of processes and sharing resources with similar functions reduces costs and improves efficiency
- Larger pool of staff to assure adequate coverage during peak workload or staff absences.
- The same staff can assist you in all phases of the projects, improving consistency.
- Electronic tracking of Customers allows us to monitor and measure service levels.
- Electronic Tracking of Documents will allow all staff to see status of documents and reduce misplaced documents.